

# City of Saint Paul

## City Planner Job Family Competency Matrix

**Effective Date: December 9, 2008**

<b>Classification Titles</b>	<b>City Planner Occupation Code: 378B BU: 06, Grade: 10 <a href="#">Salary Info</a></b>	<b>Senior City Planner Occupation Code: 379B BU: 06, Grade: 14 <a href="#">Salary Info</a></b>	<b>Principal City Planner Occupation Code: 380B BU: 06, Grade: 20 <a href="#">Salary Info</a></b>
<b>General Duty Statement</b>	<p>Performs entry-level professional work in coordinating and developing plans and programs for the use of land and physical facilities in the city.</p> <p>Serves as staff to Planning Commission committees and citizen task forces to develop neighborhood and citywide plans and programs.</p> <p>Researches and writes zoning staff reports and recommendations. Collects and organizes data and information, prepares GIS maps, and conducts field surveys on various planning topics.</p> <p>Participates in policy analysis and development of alternative policy proposals for comprehensive planning, urban design guidelines, redevelopment sites, and land use regulations.</p> <p>Writes plans and reports and makes public presentations on planning work and recommendations.</p> <p>Conducts assignments within the ethical guidelines of the city planning profession. Performs related duties as required.</p>	<p>Performs advanced-level professional work in researching and developing plans and programs for the use of land and physical facilities in the city. Works on major plans and projects that are complex and/or politically sensitive. Coordinates various planning activities for a project or a chapter of the comprehensive plan.</p> <p>Serves as staff to Planning Commission committees and citizen task forces to develop neighborhood and citywide plans and programs.</p> <p>Determines sources of data and develops data collection systems; analyzes data and formulates conclusions and recommendations. Participates in policy analysis and development of alternative policy proposals for comprehensive planning, urban design guidelines, redevelopment sites, and land use regulations.</p> <p>May research and write zoning staff reports and recommendations, collect and organizes data and information, prepare GIS maps, and coordinate field surveys on various planning topics.</p> <p>Writes and edits plans, reports, and presentations; makes public presentations on planning work and recommendations.</p> <p>Conducts assignments within the ethical guidelines of the city planning profession. Performs related duties as required.</p>	<p>Performs expert-level professional work in directing the activities of a unit engaged in planning for the use of land and physical facilities in the city.</p> <p>Provides guidance and coordinates the activities of individuals and a planning unit engaged in researching and developing plans and recommendations on major plans and projects that are complex and/or politically sensitive.</p> <p>Assists and advises the Planning Administrator and department leadership on priorities and strategies for planning work and on personnel decisions. Serves as a liaison to elected officials and other governmental agencies, and often represents the City at hearings, community meetings, and conferences.</p> <p>Leads decision processes to analyze and develop policy proposals for neighborhood and citywide comprehensive plans, urban design guidelines, redevelopment projects and programs, and land use regulations.</p> <p>May research and write zoning staff reports and recommendations, collect and organizes data and information, prepare GIS maps, and coordinate field surveys on various planning topics. Writes and edits plans, reports, and presentations; makes public presentations on planning work and recommendations.</p> <p>Conducts assignments within the ethical guidelines of the city planning profession. Performs related duties as required.</p>
<b>Supervision Received</b>	Works under the technical, general, and/or administrative supervision of a unit or division manager.	Works under the general and/or administrative supervision and direction of a manager or a department director.	Works under the general and/or administrative supervision and direction of a manager or a department director.
<b>Supervision Exercised</b>	May exercise technical supervision over lower-level support, technical, or professional staff.	May exercise technical, general, and/or administrative supervision over assigned staff.	Exercises technical, general, and/or administrative supervision over assigned staff.

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Shared Competencies	City Planner	Senior City Planner	Principal City Planner
<b>Technical Expertise, Technology Used, and Work Methods</b>	<p>Demonstrates an understanding of the basic principles, terms, procedures, and practices of urban planning, including familiarity with land use analysis and regulation, demographic and geographic analysis, environmental review, urban design, housing, urban transportation, and capital budgeting. Demonstrates a general understanding of urban issues in the United States.</p> <p>Demonstrates an ability to clarify ambiguous planning problems and apply research techniques, information systems, department policies, and applicable regulations and laws to recommend a course of action to address such problems.</p> <p>Demonstrates an ability to identify basic risk and liability issues, resolve routine issues, and refer more complex issues to managerial personnel.</p> <p>Demonstrates an ability to identify improvements in work methods and an ability to apply said improvements to the daily work.</p> <p>Demonstrates an understanding of software applications applicable to the work being performed. Demonstrates an ability to learn and use software applications, and use office equipment, and related tools to perform routine and difficult work assignments.</p>	<p>Demonstrates an advanced understanding of the principles, terms, procedures, and practices of urban planning, including familiarity with land use analysis and regulation, demographic and geographic analysis, environmental review, urban design, housing, urban transportation, and capital budgeting. Demonstrates a general understanding of urban issues in the United States.</p> <p>Demonstrates a strong expertise in one or more of the urban planning specialties identified above.</p> <p>Demonstrates an advanced level of ability to clarify complex and ambiguous planning problems and apply research techniques, information systems, department policies, and applicable regulations and laws to recommend a course of action to address such problems.</p> <p>Demonstrates an advanced ability to identify complex risk and liability issues, resolve issues encountered, and refer more complex issues to managerial personnel.</p> <p>Demonstrates an advanced ability to identify improvements in work methods. Demonstrates an advanced ability to apply improvements to the daily work and assist others in implementing more complex improvements.</p> <p>Demonstrates an advanced understanding of software applications applicable to the work being performed. Demonstrates an ability to learn and use software applications, office equipment, and related tools to perform routine and more difficult work assignments. Demonstrates an ability to implement best practice technological solutions within a work unit. Demonstrates an ability to train or assist others in using applications.</p>	<p>Demonstrates an expert understanding of the principles, terms, procedures, and practices of urban planning, including familiarity with land use analysis and regulation, demographic and geographic analysis, environmental review, urban design, housing, urban transportation, and capital budgeting. Demonstrates a general understanding of urban issues in the United States.</p> <p>Demonstrates a strong expertise in one or more of the urban planning specialties identified above.</p> <p>Demonstrates an advanced level of ability to clarify complex and ambiguous planning problems and apply research techniques, information systems, department policies, and applicable regulations and laws to recommend a course of action to address such problems, and assist others in doing the same.</p> <p>Demonstrates an expert ability to identify more complex risks and liability implications, address the risks and liabilities encountered, and refer complex legal, political, and programmatic issues to managerial personnel or the City Attorney's Office.</p> <p>Demonstrates an expert ability to identify improvements in work methods. Demonstrates an expert ability to apply improvements to daily work, influencing and assisting others in implementing the most complex improvements.</p> <p>Demonstrates an advanced understanding of software applications applicable to the work being performed. Demonstrates an ability to learn and use software applications, office equipment, and related tools to perform complex work assignments. Demonstrates an advanced ability to implement best practice technological solutions within a work unit. Demonstrates and ability to train or assist others in using applications.</p>

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Shared Competencies	City Planner	Senior City Planner	Principal City Planner
<b>Project and Program Management, Prioritization, Planning, and Finances</b>	<p>Demonstrates a basic understanding of the priorities, goals, and objectives of the City and department. Demonstrates an ability to learn how to apply an understanding of the departmental mission and vision to daily work assignments.</p> <p>Demonstrates an ability to independently initiate, plan, and coordinate multiple planning projects ranging from the routine to the complex.</p> <p>Demonstrates an ability to gather, analyze, and interpret complex information, follow complex instructions, and effectively resolve a full range of challenges associated with the work.</p> <p>Demonstrates an ability to conduct work flow analysis and identify and use appropriate materials, methods, and resources necessary to complete the assignments associated with the work assigned. Demonstrates an ability to effectively and thoroughly analyze and organize detailed, complex, and confidential information.</p> <p>Demonstrates an ability to identify and resolve the routine and more difficult challenges associated with the work, using creative problem-solving strategies and techniques.</p> <p>Demonstrates an ability to exercise appropriate judgment, make ethical decisions and choices, and propose innovative and creative solutions and strategies.</p> <p>Demonstrates an ability to plan, coordinate, monitor, and manage projects and meet deadlines. Demonstrates an ability to develop factors for measuring project success in assigned area of responsibility.</p>	<p>Demonstrates an advanced understanding of the priorities, goals, and objectives of the City and department. Demonstrates an advanced understanding of the departmental mission and vision and how to apply this understanding in daily work.</p> <p>Demonstrates a full performance ability to independently initiate, plan, and coordinate multiple projects ranging from the routine to the more complex.</p> <p>Demonstrates an advanced ability to independently prioritize one's own work and the work of others. Demonstrates an advanced ability to gather, analyze, and interpret complex information, follow complex instructions, and effectively resolve a full range of complex challenges associated with the work.</p> <p>Demonstrates an advanced ability to conduct work flow analysis and identify and use appropriate materials, methods, and resources necessary to complete more complex assignments associated with the work assigned.</p> <p>Demonstrates an advanced ability to identify and resolve more complex challenges associated with the work, using creative problem-solving strategies and techniques. Demonstrates appropriate coaching of employees in problem solving and decision making.</p> <p>Demonstrates an advanced ability to exercise appropriate judgment, coach and train others to make ethical decisions and choices, and implement innovative and creative solutions and strategies.</p> <p>Demonstrates an advanced ability to plan, coordinate, monitor, and manage staff and contracts associated with projects and programs. Demonstrates an advanced ability to coordinate multiple projects simultaneously.</p> <p>Demonstrates an advanced ability to develop factors for measuring success in an assigned area of responsibility.</p>	<p>Demonstrates an expert understanding of the priorities, goals, and objectives of the City and department. Demonstrates an expert understanding of the departmental mission and vision and how to apply in daily work or help others to connect daily work with the mission and vision.</p> <p>Demonstrates an expert ability to independently initiate, plan, and coordinate multiple projects ranging from the routine to the most complex. Demonstrates an expert ability to independently prioritize one's own work and the work of others, including scheduling and assigning staff and resources.</p> <p>Demonstrates an expert ability to effectively and thoroughly analyze and organize detailed, complex, and confidential information. Demonstrates an expert ability to identify and resolve the most complex challenges associated with assigned project and program work.</p> <p>Demonstrates an expert ability to identify and resolve the most complex challenges associated with the work, using creative problem-solving strategies and techniques. Demonstrates appropriate coaching of employees in problem solving and decision making.</p> <p>Demonstrates an expert ability to exercise appropriate judgment, coach and train others to make ethical decisions and choices, and implement innovative and creative solutions and strategies.</p> <p>Demonstrates an expert ability to plan, coordinate, monitor, and manage staff and contracts associated with projects and programs. Demonstrates an advanced ability to be flexible and adaptable to changes in work assignments. Demonstrates an expert ability to lead others in assigned tasks.</p> <p>Demonstrates an ability to coach employees in problem solving and decision making techniques to achieve desired results.</p>

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Shared Competencies	City Planner	Senior City Planner	Principal City Planner
<b>Communication</b>	<p>Demonstrates a full performance ability to effectively listen, speak, write, and interact tactfully in a work group or with the public. Demonstrates oral and written ability to work collaboratively with citizens, developers, and departmental staff. Demonstrates an ability to respond to a variety of complaints in oral and written form.</p> <p>Demonstrates an ability to consistently follow complex oral and written instructions from supervisors or departmental staff.</p> <p>Demonstrates an ability to communicate with a diverse group of coworkers, supervisors, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates an ability to coordinate and develop positive working relationships and an ability to influence internal and external customers. Demonstrates an ability to diffuse a hostile situation and manage conflict appropriately.</p> <p>Demonstrates an ability to provide clear, sufficient, and timely information. Demonstrates a written and oral ability to appropriately respond to information requests from internal and external customers. Demonstrates an ability to produce effective and readable technical reports, documents, and correspondence.</p>	<p>Demonstrates an advanced ability to effectively listen, speak, write, and interact tactfully in both a work and public setting. Demonstrates an ability to respond to a variety of complex complaints in verbal and written form. Demonstrates an ability to consistently follow complex oral and written instructions from higher-level supervisors or management staff.</p> <p>Demonstrates an advanced ability to effectively communicate with a diverse group of employees, developers, public officials, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates an advanced ability to develop positive working relationships and an ability to influence internal and external customers, including developers, interest groups, and the general public. Demonstrates an ability to diffuse a hostile situation and manage conflict appropriately.</p> <p>Demonstrates an ability to foster two-way communication and to listen and be open to others' views or suggestions.</p> <p>Demonstrates an advanced ability to provide clear, sufficient, and timely information. Demonstrates an advanced ability to produce timely, accurate, and effective reports and correspondence that are easily understood by the intended audience.</p>	<p>Demonstrates an expert ability to effectively listen, speak, write, and interact tactfully in both a work and public setting. Demonstrates both verbal and written ability to work collaboratively with employees, developers, citizens, and other customers. Demonstrates an ability to respond to a variety of complex complaints in verbal and written form.</p> <p>Demonstrates an expert ability to effectively communicate with a diverse group of employees, developers, public officials, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates an expert ability to coordinate and develop positive working relationships and an ability to influence internal and external customers, including developers, interest groups, and the general public.</p> <p>Demonstrates an ability to diffuse a hostile situation and manage conflict appropriately. Demonstrates an expert ability to foster two-way communication, to seek out, listen, and be open to others' views or suggestions.</p> <p>Demonstrates an expert ability to provide clear, sufficient, and timely information to assigned staff about plans, expectations, tasks, and activities.</p> <p>Demonstrates an advanced ability to produce timely, accurate, and effective reports and correspondence that are easily understood by the intended audience.</p>

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Shared Competencies	City Planner	Senior City Planner	Principal City Planner
<b>Teamwork, Leadership, and Management</b>	<p>Demonstrates an ability to support the efforts of the entire team and the City by communicating and coordinating with internal staff and team members to effectively prioritize assigned tasks.</p> <p>Demonstrates an ability to create and maintain a positive working environment by understanding the team members' capabilities and interests, sharing expertise with team members, and developing a trusting work relationship with the team members.</p> <p>Demonstrates effective teamwork by being self-motivated, accepting and completing assignments within agreed-upon deadlines, and supporting department projects and programs.</p> <p>Demonstrates team leadership by understanding specific roles, the work responsibilities of others, modeling appropriate team behavior, and assisting to maintain a positive and supportive work environment.</p> <p>Demonstrates an ability to guide co-workers to achieve desired results. Demonstrates an ability to be punctual, adaptable, and accountable in one's daily work assignments.</p> <p>Demonstrates an ability to self manage one's time and appropriately prioritize work assignments and knowing when to request assistance from supervisors.</p> <p>Demonstrates an ability to make decisions independently and as a part of the group decision-making process.</p>	<p>Demonstrates an advanced ability to support the efforts of the entire work team and the City by managing the efforts, behavior, and quality of the work produced personally and by the staff assigned.</p> <p>Demonstrates an advanced ability to create and maintain a positive working environment by understanding the team members' capabilities and interests, sharing expertise, and developing a trusting work relationship with the team members.</p> <p>Demonstrates effective team leadership by being self-motivated, serving as a positive role model, fostering a working environment that welcomes diversity, ensures cooperation, and promotes respect for all team members.</p> <p>Demonstrates an advanced ability to set expectations and provide training, development, coaching, and mentoring for employees. Demonstrates an ability to conduct consistent, fair, and equitable performance evaluations.</p> <p>Demonstrates an advanced ability to manage priorities and work performance to achieve desired results. Demonstrates an advanced ability to establish and maintain a positive working relationship with one's co-workers and manager by supporting two-way communications and producing consistent results.</p> <p>Demonstrates an advanced ability to model desired leader and team behaviors of punctuality, adaptability, and accountability for assigned work.</p> <p>Demonstrates an advanced ability to self manage one's time and appropriately prioritize work assignments. Demonstrates an advanced ability to make decisions independently and as a part of the group decision-making process.</p>	<p>Demonstrates an expert ability to support the efforts of the entire work team and the City by managing the efforts, behavior, and quality of the work produced personally and by the staff assigned.</p> <p>Demonstrates an expert ability to create and maintain a positive working environment by understanding the team members' capabilities and interests, sharing expertise, and developing a trusting work relationship with the team members.</p> <p>Demonstrates effective team leadership by being self-motivated, serving as a positive role model, fostering a working environment that welcomes diversity, ensures cooperation, and promotes respect for all team members.</p> <p>Demonstrates an expert ability to manage priorities and work performance to achieve desired results. Demonstrates effective team leadership by fostering a working environment that welcomes diversity, ensures cooperation, and promotes respect for all team members.</p> <p>Demonstrates an expert ability to set expectations and provide training, development, coaching, and mentoring for employees. Demonstrates an ability to conduct consistent, fair, and equitable performance evaluations.</p> <p>Demonstrates an ability to establish and maintain a positive working relationship with one's manager, other supervisors, and co-workers, producing consistent results, advocating for others when appropriate, and offering expertise to improve processes, systems, and the organization.</p> <p>Demonstrates an expert ability to model desired leader and team behaviors of punctuality, adaptability, and accountability for assigned work. Demonstrates an ability to self manage one's time and appropriately prioritize work assignments. Demonstrates an expert ability to make decisions independently and as a part of the group decision-making process.</p>

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Shared Competencies	City Planner	Senior City Planner	Principal City Planner
<b>Customer Service</b>	<p>Demonstrates an understanding of the department's mission, vision, and associated customer-service standards. Demonstrates an ability to apply those in day-to-day work.</p> <p>Demonstrates an ability to serve as a positive example, suggest improvements to the standards, and encourage co-workers to meet and exceed the standards.</p> <p>Demonstrates an ability to promptly and appropriately respond to requests for service from internal and external customers by resolving those issues as they arise and quickly responding to situations referred by less knowledgeable staff members.</p> <p>Demonstrates an ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies.</p> <p>Demonstrates a commitment to customer and quality service by communicating customer service philosophies and standards and guiding and orienting others in effective customer service strategies. Demonstrates an ability to encourage others to continually improve customer service.</p>	<p>Demonstrates an advanced understanding of the department's mission, vision, and associated customer-service standards. Demonstrates an ability to assist management in establishing customer-service standards.</p> <p>Demonstrates an advanced ability to serve as a positive example, suggest and implement improvements to the standards, and encourage staff to meet and exceed the standards.</p> <p>Demonstrates an advanced ability to promptly and appropriately respond to the more difficult requests for service from internal and external customers resolving issues as they arise, and quickly responding to situations referred by less knowledgeable staff members.</p> <p>Demonstrates an advanced ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies suggested by co-workers or management.</p> <p>Demonstrates a commitment to customer and quality service by communicating customer service philosophies and standards and guiding and orienting others in effective customer service strategies. Demonstrates an ability to encourage others to continually improve customer service.</p>	<p>Demonstrates an expert understanding of the assigned department's mission, vision, and associated customer-service standards. Demonstrates an advanced ability to establish customer-service standards, serve as a positive example, suggest and implement improvements to the standards, and hold staff accountable to meet and exceed the standards.</p> <p>Demonstrates an expert ability to promptly and appropriately respond to the most difficult requests for service from internal and external customers resolving issues as they arise and quickly responding to situations referred by less knowledgeable staff members.</p> <p>Demonstrates an expert ability to assist upper-level management in identifying customer service needs and establishing customer service standards by raising legitimate concerns received from staff members or the public. Demonstrates an expert ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies suggested by staff and management.</p> <p>Demonstrates a commitment to customer and quality service by communicating customer service philosophies and standards to staff and team members, Demonstrates an expert ability to train and coach others in effective customer service strategies and encourage others to continually improve customer service.</p>

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Requirements			
Education, Certificates, and Registrations	City Planner Occupation Code: 378B BU: 06, Grade: 10	Senior City Planner Occupation Code: 379B BU: 06, Grade: 14	Principal City Planner Occupation Code: 380B BU: 06, Grade: 20
	<p>A Bachelor’s Degree in Urban Planning, Public Affairs, Public Administration, or a closely-related field and two (two) years of experience as a City Planning Technician or equivalent.</p> <p>A Master’s Degree in Urban Planning or a closely-related field is preferred.</p> <p>Some positions in this class may require reading, writing, and speaking fluently in a language other than English. Refer to the Job Announcement for specific language information.</p>	<p>A Bachelor’s Degree in Urban Planning, Public Affairs, Public Administration, or a closely-related field, and four (4) years of experience as a City Planner or equivalent.</p> <p>A Master’s Degree in Urban Planning or a closely-related field, and two (2) years of experience as a City Planner or equivalent is preferred.</p> <p>Some positions in this class may require reading, writing, and speaking fluently in a language other than English. Refer to the Job Announcement for specific language information.</p>	<p>A Bachelor’s Degree in Urban Planning, Public Affairs, Public Administration, or a closely-related field, and four (4) years of experience as a Senior City Planner or equivalent.</p> <p>A Master’s Degree in Urban Planning or a closely-related field, and two (2) years of experience as a Senior City Planner or equivalent is preferred.</p> <p>Some positions in this class may require reading, writing, and speaking fluently in a language other than English. Refer to the Job Announcement for specific language information.</p>